

ACCESSING MENTAL HEALTH AND SUBSTANCE ABUSE DISORDER SERVICES POLICY

Effective Date: August 1, 2008

State Approved Date: October 24, 2008

Policy:

It is the policy of the ADRC to provide information & assistance (I&A) and options counseling to individuals with mental health and/or substance abuse issues and to their families, friends, caregivers or advocates who ask for assistance on their behalf. ADRC staff will help customers understand how the mental health and substance abuse systems work in St. Croix County. The ADRC can also provide referrals to crisis and/or treatment services and to Benefit Specialist services. The ADRC will maintain accurate and complete information about locally available mental health and substance abuse resources in the I&A database.


Procedure:

1. The information, assistance and options provided will include locally and regionally available mental health and substance abuse services and supports. The information provided will also include a wide variety of other community resources to address the unique needs and interests of each person such as housing, employment, legal resources, food and nutrition, transportation, in-home services, public programs and benefits.
2. As needed, individuals can be provided assistance in getting connected to programs, services and benefits. Since both the ADRC and Behavioral Health Services (BHS) are under Health and Human Services, connections to emergency and crisis services can be easily facilitated and can occur immediately. Other kinds of assistance can include advocacy to help individuals access needed services and follow-up to determine the outcomes and, as needed, to offer further assistance in locating or using services.

ADRC staff in St. Croix County will be expected to have the following knowledge and skills in order to effectively serve people with mental health and substance use disorders:

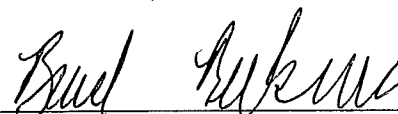
- Have general knowledge of the nature and characteristics of mental illness and substance use disorders.
- Be able to tell when a customer has mental health or substance abuse issues and know when a referral for services is appropriate.
- Be able to communicate effectively with people who are emotionally distressed, confused, disoriented, hopeless, angry or suicidal.
- Know what mental health and substance abuse providers and resources are available in the community and the procedure for accessing these resources.
- Be familiar with information resources relating to mental health and substance abuse issues on the internet.
- Be knowledgeable about consumer and advocacy organizations serving people with mental illness and substance use disorders at both the local and state levels.
- Be able to recognize and appropriately handle emergency situations involving mental health, alcohol or other drug related crises and to connect people to the appropriate providers of emergency services.

Approved by:



Fred Johnson, HHS Director

8/1/08
Date



Brad Beckman, ADRC Manager

8-1-08
Date

Revised: October 10, 2008